

MRO Planning & Customer Coordinator

Overview

Renton Coil Spring (RCS) is seeking a highly organized and customer-focused **MRO Planning & Customer Coordinator** to support our growing Maintenance, Repair & Overhaul business. This role serves as the main point of contact for MRO customers, coordinating repair orders from receipt through delivery while ensuring exceptional communication, responsiveness, and execution.

The ideal candidate thrives in a fast-paced environment where priorities shift quickly and customers rely on rapid, accurate updates. Turnaround time is the major KPI for this division of RCS, so dependability, clear communication, follow-through and time management are exceptionally important. This position requires strong attention to detail, and the ability to coordinate effectively across customer service, production, engineering, quality, purchasing, and shipping.

This role plays a critical part in helping RCS build a scalable, responsive, and profitable MRO business. The focus is customer satisfaction, schedule execution, and disciplined operational follow-through.

Primary Responsibilities

Customer Communication & Account Management

- Serve as the primary customer contact for assigned MRO accounts.
- Provide timely updates on order status, repair progress, delivery dates, and production milestones.
- Respond to customer inquiries regarding repairs, quotations, schedules, certifications, and shipping.
- Maintain professional, responsive communication with customers and set clear, realistic expectations.
- Prepare and distribute open order reports and status updates.

Order Management

- Review and process customer purchase orders and repair orders.
- Coordinate incoming customer assets requiring repair or overhaul.
- Ensure order information is entered accurately into the ERP system.
- Verify customer requirements, certifications, documentation, and special instructions.
- Maintain accurate records.

Schedule Coordination

- Work closely with outside processors, scheduling jobs and ensuring schedule stability.
- Work closely with production, quality, inspection, and purchasing to track repair orders through the manufacturing process.
- Communicate schedule risks, delays, recovery plans, and completion dates.
- Evaluate expedite requests and coordinate priority changes where appropriate.
- Monitor aging orders and proactively address bottlenecks affecting delivery performance.

Cross-Functional Support

- Participate in production planning and scheduling discussions.
- Coordinate with quality regarding inspections, certifications, FAI requirements, and customer documentation.
- Support engineering and sales with customer requests for technical information and quotations.
- Assist with capacity planning and workload forecasting for MRO activities.

Continuous Improvement

- Identify opportunities to improve responsiveness, workflow efficiency, customer communication, and on-time delivery.
- Help establish and maintain scalable MRO processes, metrics, and reporting.
- Support implementation of standard work and process improvements as the MRO business expands.

Required Qualifications

- Three or more years of customer service, account management, production coordination, or inside sales experience.
- Experience in aerospace, manufacturing, repair, MRO, or another highly regulated industry preferred.
- Strong verbal and written communication skills.
- Excellent organizational and time management skills.
- Ability to manage multiple priorities with minimal supervision.
- Proficiency with Microsoft Outlook, Excel, Word, and Teams.
- Experience with an ERP system such as SAP, Epicor, JobBOSS, Fishbowl, or a similar platform.
- Strong attention to detail and follow-through.
- Ability to work effectively with customers and cross-functional internal teams.
- Preferred Qualifications
- Aerospace or AS9100 manufacturing experience.
- Familiarity with FAA, EASA, aerospace repair, or MRO environments.
- Experience using customer portals.
- Understanding of production scheduling and manufacturing workflows.
- Ability to interpret basic engineering drawings and technical documentation.

Why This Role Matters

This position is not simply an order-entry role. It is the operational quarterback for the customer experience within the MRO business. The successful candidate will help ensure customers receive rapid communication, realistic commitments, and proactive support while helping RCS build a scalable repair operation capable of supporting long-term growth.

Must be authorized to work in the United States

What RCS Offers

- Extensive benefits package with health, dental, vision, life insurance and 401(k) with matching employer contributions and tuition reimbursement
- Paid Time Off & Holidays

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, age, or any other status protected by law.

We welcome and encourage applicants from all backgrounds. We are especially proud to support those who have served our country — veterans are encouraged to apply.

Candidates will be subject to initial and random anti-drug (including marijuana) and alcohol testing upon acceptance of offer.

Job Type: Full-time

Pay: \$26.00 - \$32.00 per hour

Expected hours: No less than 40.0 per week

Benefits:

- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Tuition reimbursement
- Vision insurance

Education:

- High school or equivalent (Preferred)

Language:

- English (Required)

Work Location: In person

Apply Today

If you are dependable, motivated, and ready to build a long-term career in manufacturing, we encourage you to apply and grow with Renton Coil Spring, send your resume and cover letter to hiring@rentoncoilspring.com.